



## Aldijana Becirevic

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### Objective

I am an outgoing person who is able to work with minimal supervision in the front house department (reception, restaurant and bar). I can be easily adaptable to new situations and guests of all walks of life. Able to control situations with confidence and work well under pressure. Having the ability to deal with guest complaints and communicate effectively. I do value team work and I am flexible. Plus I have a proven record of honesty and integrity during my career.

### Experience

- **Habtoor Group Babiole Restaurant Hilton Habtoor city United Arab Emirates Dubai** Decembar 2019 - April 2020  
Restaurant Hostess
  - Provide guests with menus.
  - Scheduled all reservations and planned seating arrangements for lunch and dinner service.
  - Performed all dining room preparatory work and break down at the end of each shift, assisted in setting up private events and larger special events.
  - Developed rapport with clients and generated repeat business through friendly demeanor, inspected and maintained dining room serving stations for neatness and cleanliness.
  - Answers phone calls and schedual reservations.
  - Record the name and number of guests for each waiting party in the order of arrival.
  - Answer phones or check online reservation systems to obtain information on forthcoming diners and plan accordingly.
- **Seazen Group Melenzane Restaurant City Walk United Arab Emirates Dubai** Decembar 2018 - October 2019  
Hostess
  - Provide guests with menus.
  - Greet guests and seat them at tables or in waiting areas
  - Assign patrons to tables suitable for their needs.
  - Inspect dining and serving areas to ensure cleanliness and proper setup.
  - Speak with patrons to ensure satisfaction with food and service, and to respond to complaints.
  - Receive and record patrons' dining reservations.
  - Direct patrons to coatrooms and waiting areas such as lounges.
  - Plan parties or other special events and services.
  - Order or requisition supplies and equipment for tables and serving stations.
- **Restaurant Bosnian House Global Village United Arab Emirates Dubai** Novembar 2015 - April 2018  
Waitress/Hostess
  - Maintain and develop good relationship with customers through personal contact or meetings or via telephone etc.
  - Record sales and order information and report the same to the sales department.
  - Answer, screen and forward any incoming phone calls while providing basic information when needed.
  - Serve visitors by greeting, welcoming, directing and announcing them appropriately.
  - Keeping the reception area tidy.
  - Perform other clerical receptionist duties such as filing, photocopying, collating, faxing etc.
  - Greets and seats guests, presents menus to guests.
  - Answer phone calls and take reservations.
  - Welcome and lead guests to their tables

- **Integral Food Services Restaurant The Village Souq Waqif and The French Olive Qatar Doha**  
Restaurant Hostess September 2014 - September 2015
  - Escorted customers to their tables with consideration of wait staff coverage and customer preferences.
  - Helped strategize and prepare table setups for large parties and groups.
  - Assisted in the closing duties of the shift.
  - Received and welcomed the guests with due attention, greeted them with a smile.
  - Coordinated with other staff to ensure the availability of best service to the guests.
  - Monitoring monitoring the open dining sections of the restaurant for empty and cleaned tables.
  - Estimating wait times for guests, monitoring the guest waiting list, and ensuring that the needs of the guests are met while they are waiting.
  - answering the telephone, booking reservations and moving tables together to accommodate large parties.
  - Offer appropriate seating arrangements and patrons personally and on the telephone.
  - Present menus and take orders.
  - Ensure the quantity of menus is sufficient to cater to the number of guests.
  - Relay orders to the kitchen and ensure all orders are filled in a timely and accurate fashion.
  - Set up dining rooms and make reservation arrangements.
  - Maintain clean and organized tables and work area.

## Education

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- **JU II Middle School**  
High School Diploma 2006  
Velika Kladusa

## Skills

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- Teamwork
- Problem solving
- Decision making
- Organized

## Language

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- English and Bosnian

## Interests

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- Travelling
- Photography
- Nature Lover
- Gym

## About Me

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- Nationality: Bosnian  
Date of birth: 25.03.1988  
Marital status: Single  
Height: 157cm  
Weight: 53kg
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